Washington | Medicaid

Foundational Community Supports for Transition Assistance Program

August 2026

Please write your name and agency name in the chat box. We will be using this for attendance.

Wellpoint

Topics covered

Program overview
What is covered and not covered
TAP and HRSN eligibility
HRSN rental assistance
TAP changes
TAP contracting
TAP online request form
Documentation and treatment records
Participant agreement
TAP reminders
ProviderOne
TAP notifications
Billing for TAP
TAP payments
Excess funds and overpayments
Email contacts
Wellpoint contacts
Resources

Transition Assistance Program (TAP)

TAP is a program designed to support Foundational Community Supports-Supportive Housing (FCS-SH) enrollees.

TAP is time-limited, flexible funding assistance that covers housing-related fees, including move-in costs, first and last month's rent, deposits, and non-refundable fees. TAP aligns with the Community Behavioral Health Rental Assistance program (CBRA), Section 8 (project-based and Housing Choice Voucher), and other longer-term rental assistance programs.

- TAP has finite funds of $14,242,500 available for the 2026 to 2027 fiscal year.
  - HRSN Funds: $11,875,000
  - TAP State Funds: $2,367,500
    - TAP State funds will be split into two parts: $1,183,750 available on July 1, 2026, and $1,183,750 available on January 1, 2027.
- TAP funds are not guaranteed. Eligible members can receive TAP funds. However, members do not automatically receive a set amount of TAP funds.
- TAP approvals are dependent on available funds.

What is covered by TAP for Foundational Community Supports (FCS)?

TAP for FCS funding category	Items covered	Can spend
IDs and other documentation	• Identification documents/cards • Birth certificates • Social Security cards	Up to **$120 each**
Application fees	• Rental application fees • Background check • Credit check	Up to **$100 each**
Transitional housing fees	• Fees associated with entering certain transitional housing, such as urinalysis	Up to **$100 each**
Relocation expenses Can be used once per 12-month period.	• Moving vehicle rental • Moving supplies	Up to **$1,500 total**
Move-in assistance Can be used once per 12-month period.	• Any appropriate and reasonable non-refundable fees (fees may be annualized) • (Not HRSN eligible)	Up to **$1,500 total**
Security deposit Can be used once per 12-month period.	• Security deposit	Up to **200% FMR** (based on home size and county)

What is covered by TAP? (cont.)

TAP for FCS funding category	Items covered	Can spend
First month's rent Can be used once per 12-month period.	• First month's rent	Up to **150% FMR** (based on home size and county)
Last month's rent Can be used once per 12-month period.	• Last month's rent (not HRSN eligible)	Up to **150% FMR** (based on home size and county)
Utility set up fees	• Gas • Electric • Water • Sewer • Garbage • Internet • Phone service • Recycling	Up to **$200 per utility service** (including mobile devices and internet)
Pantry stocking Once per year, upon move in.	• Pantry stocking	Up to **$500 once per year**

What is covered by TAP? (cont.)

TAP for FCS funding category	Items covered	Can spend
Basic household goods and furniture	• Appliances and utensils • Kitchen items for food preparation and consumption • Bedding • Furnishings (including cribs) • Bathroom supplies • Cleaning supplies • Other	Up to **$2,500**
Arrears	• Rental (Not HRSN eligible) **Note:** A rental ledger reflecting the amount requested must be included with TAP request.	Up to **$1,500** Enrollee must be making a housing transition
Arrears	• Utility **Note:** A copy of the utility statement reflecting the amount requested must be included with TAP request.	Up to **130% Utility FMR** (based on housing size)
Arrears	• Storage (not HRSN eligible)	Up to **$1,500**
Home modifications	• Reasonably priced home modifications approved by landlords (**not HRSN eligible**).	Up to **$2,500**

What is not covered by TAP?

TAP does not cover (this list is not exhaustive):

- Vehicle purchases or repairs.
- RV and trailer purchases or repairs.
- Washer and dryer unit purchases or repairs.
- Stove and oven purchases or repairs.
- Medical copays.
- Clothing.
- Debt beyond any related to a previous housing circumstance where rent and utilities are owed.
- Disbursal of funding directly to an enrollee.
- Transportation costs.

TAP eligibility

To be eligible for state TAP, an FCS-SH enrollee must be:

- Active FCS-eligible Medicaid. See the FCS Medicaid Eligibility Check (PDF).
- Authorized by Wellpoint to receive FCS supportive housing services and active FCS-SH enrollment segments in Provider One. See the FCS Enrollment Inquiry Process Guide (PDF).
- Experiencing a behavioral health treatment need.
- Making a housing transition.

HRSN eligibility

Same requirements as TAP eligibility above, plus the following:

- Health Related Social Needs (HRSN) funds use the same eligibility criteria as the Apple Health and Homes (AHAH) program. To be eligible, the enrollee must have one of the following as their FCS-SH risk factor:
  - Experiencing homelessness for at least 12 months or homelessness on at least four separate occasions in the last three years (combined to equal at least 12 months).
  - Two or more contacts in an institutional care facility; 90 or more consecutive days within an institutional care facility within the past 12 months.
  - Two or more adult residential care stays (including adult residential care, assisted living facilities, or adult family homes) within the past 12 months.
- If an enrollee is not eligible for HRSN funds, but is eligible for TAP state funds, all TAP requests will pay out of the TAP state funds when available.

HRSN eligibility (cont.)

Certain types of TAP requests cannot be paid through HRSN funds, including:

- Any appropriate and reasonable non-refundable fees (fees may be annualized).
- Last month's rent.
- Rental arrears.
  - Can be requested through the Health Care Authority [HCA]/Spokane Housing Authority. Email Anessa Williams at the HCA for more information at anessa.williams@hca.wa.gov.
- Storage arrears.
- Home modifications.
- Motel and hotel stays.

HRSN rental assistance

The HRSN rental assistance component is being handled by the HCA and the Spokane Housing Authority (SHA). The rental assistance program is open to all FCS supportive housing care providers. You do not need to be contracted with TAP to access this assistance. TAP HRSN funding through Wellpoint still requires a TAP amendment to be in place.

HRSN rental assistance — details:

- Can be used in conjunction with TAP funding.
  - **but** must subtract the first month's rent accessed via TAP from the six months.
- Can be used in conjunction with medical respite care.
  - **but** must subtract time in medical respite from the six months.
- Cannot be used for transitional housing.
- Cannot pay last month's rent.
- Can include utilities if utilities are part of the rent.
- Individuals accessing rental assistance through Apple Health and Homes are using HRSN for their first six months of housing.

HRSN rental assistance (cont.)

Individuals are eligible if they:

- Are 18 and older.
- Live in Washington state.
- Are receiving housing supports (FCS-SH).
- Have a need for six months (or less) of rental assistance.
- Qualified for FCS under these risk factors:
  - Chronic homelessness, **or**
  - Two or more institutional contacts or a stay of 90 or more days in the past 12 months, **or**
  - Two or more residential care stays in the past 12 months.

HRSN rental assistance (cont.)

How to apply:

- Care provider applies on the enrollee's behalf.
- Request for rental assistance should be made to the SHA through its website under "Core Relief."
- Participant and their FCS care provider will need to provide verification of need, including:
  - Documents verifying rent amount (such as rent log, lease, landlord contact information).
  - A P1 number.

Please contact Anessa Williams for assistance and additional information at Anessa.williams@hca.wa.gov.

TAP 2026-2027 fiscal year

TAP went live on Wednesday, July 1, 2026.

The following changes were implemented by the HCA:

- **All requests must be pre-approved** before spending by the care provider. All requests must be dated on the day they are submitted to Wellpoint or include a future date to be accepted. Past expenditure dates will not be accepted. Once we approve the request, the funds will be sent to you.
- All requests require **a moving attestation**. The moving attestation has been incorporated into the online request form. Care providers no longer need to collect this or keep it in the member's record for new requests starting July 1, 2025.
  - The moving attestation is the confirmation that the client is making a housing transition. If the enrollee receives funds and they were not making a housing transition, those funds will be recouped.
- The enrollee 12-month limit has been raised from $5,000 to $15,000. Additionally, the new limit is no longer a hard limit. New requests can be submitted for an enrollee after they have reached their $15,000 limit; however, any request received for an enrollee after their $15,000 is met is subject to review by Wellpoint and the HCA.

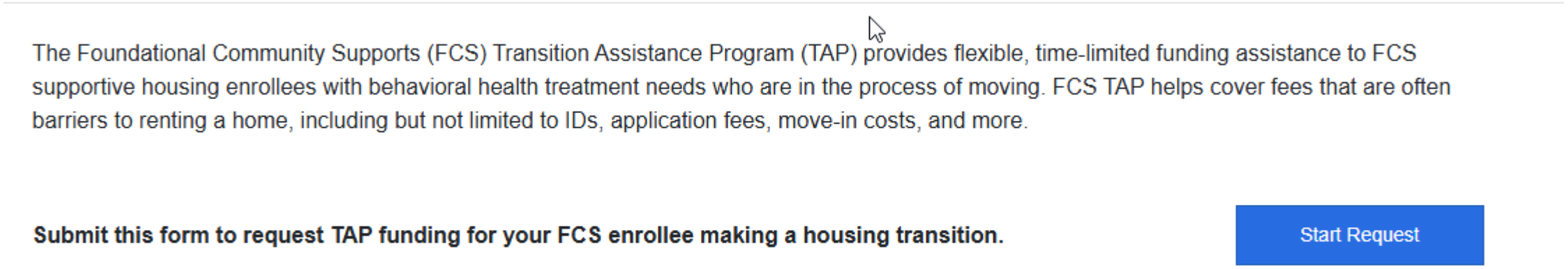
TAP contracting

- For care providers to request TAP funds for members, they must have completed an FCS TAP Amendment to their FCS contract.
- If you do not have an FCS TAP Amendment completed, please reach out to the TAP inbox at TransitionAssistanceFCS@wellpoint.com to request one.
- If you are unsure if you have an FCS TAP Amendment in place, please reach out to the TAP Inbox for confirmation. FCS TAP Amendments do not expire.

TAP request form

The link to the TAP Request Form is on the Wellpoint provider website, under the TAP section.

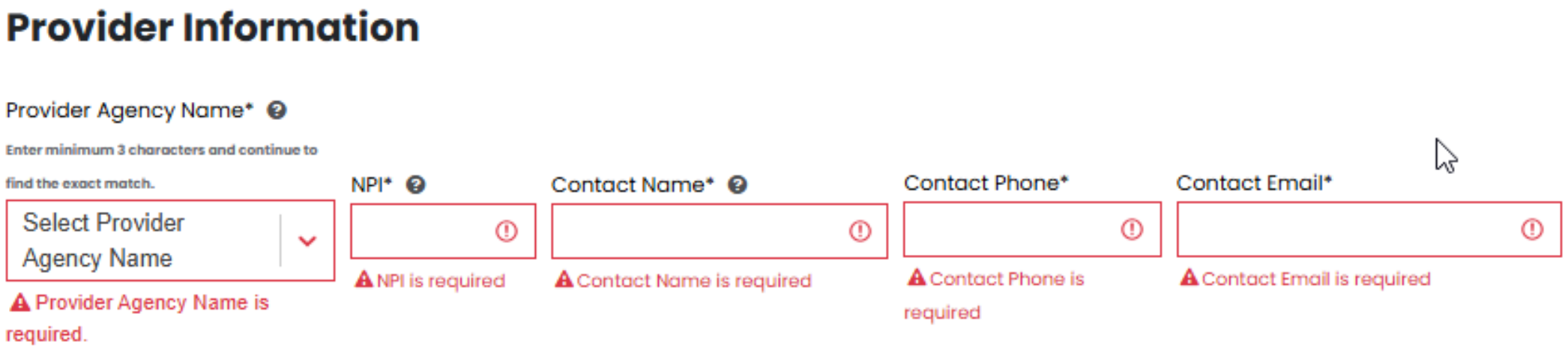
When you select the TAP Request Form link, you will be taken to a landing page where you should click **Start Request**. The form is now divided into five sections: Provider and Enrollee, Expenditure Information, Moving Attestation, Supporting Documentation, and Review and Submit.



TAP Request Form (cont.)

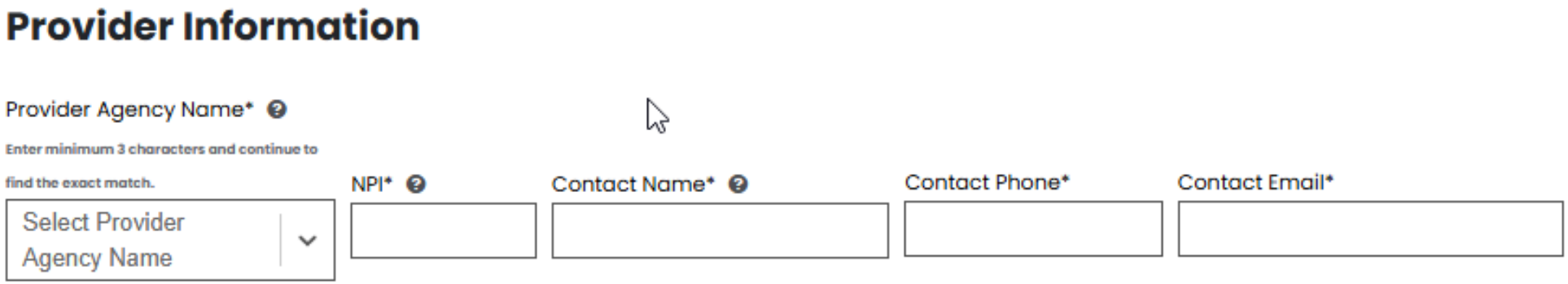
If a **required field**, indicated with an asterisk (*), is not completed, you will receive an **error message** and will not be able to proceed.

Hover your cursor over a “?” icon for more information about what should be listed in that field.



Care provider information

- **Agency name**: Start typing your agency name in this field to get selection options. If you select the drop-down arrow, no options will be available.
- **National Provider Identifier (NPI)**: Enter the NPI that you use for FCS services. Do not enter your individual NPI or a non-FCS NPI.
- **Contact name**: The person filling out this request form or the main contact from your agency.
- **Contact phone**: The phone number for the contact.
- **Contact email**: The email of the contact person.



Enrollee information

Enrollee Information

First Name*

Middle Initial

Last Name*

Preferred Name

DOB*

mm/dd/yy

Age

Gender*

Select

ProviderOne ID No.*

WA

Medicaid Eligibility*

Select

Recipient Aid Category (RAC) Code*

Select

Is the enrollee a member of an American Indian/Alaskan Native Tribe?

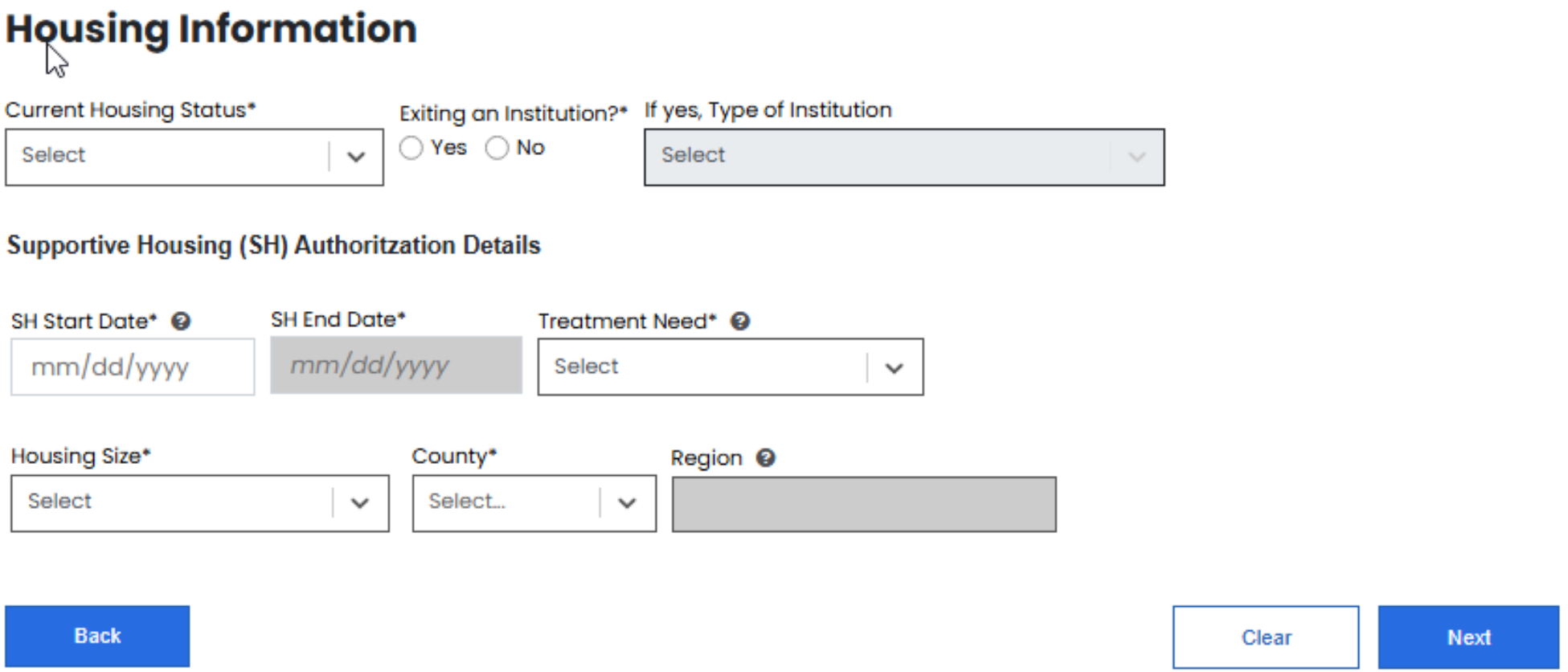
Yes No

If yes, please specify which tribe:

Enrollee information (cont.)

- **First name**: Enrollee's first name.
- **Middle initial**: Enrollee's middle initial, if available.
- **Last name**: Enrollee's last name.
- **Preferred name**: If the enrollee goes by a different name than their first name. Not a required field.
- **DOB and age**: Enrollee's date of birth. Age will automatically populate.
- **Gender**: Enrollee's gender (M, F, X).
- **ProviderOne number**: Enter the first nine digits of the P1 ID. The WA is automatically populated. The ProviderOne number must match the enrollee's DOB, or the request will not be processed.
- **Medicaid eligibility**: Enrollee's benefit services package from ProviderOne (reference the FCS Medicaid Eligibility Check guide).
- **Recipient aid category (RAC) code**: Enrollee's RAC Code from ProviderOne (Reference the FCS Medicaid Eligibility Check guide).
- **Tribal information**: Please specify if the enrollee is an enrollee of an American Indian or Alaska Native Tribe. If yes, please specify which tribe.

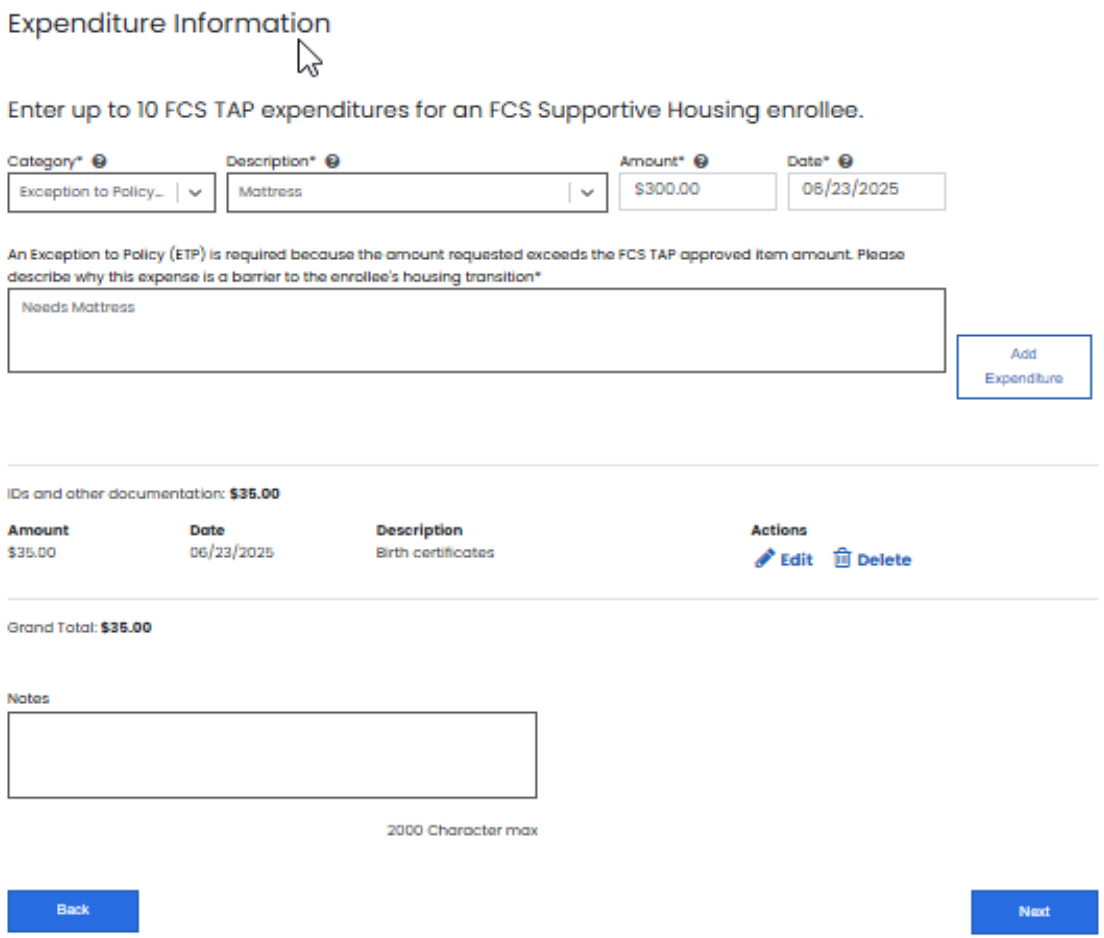
Housing information



Housing information (cont.)

- **Housing status**: The enrollee's current housing status.
- **Exiting and institution**: If the enrollee is exiting an institution at the time of the request, mark yes.
- **Type of institution**: If exiting an institution, please specify the type.
- **SH authorization start date**: Start date of current, active FCS supportive housing authorization.
- **SH authorization end date**: End date of current, active FCS supportive housing authorization.
- **Treatment need**: Specify a treatment need. Informational only will not be validated.
- **Housing size**: Size of unit enrollee is transitioning into (such as studio, one bedroom)
- **County and region**: County where enrollee resides. Region automatically populates.

Expenditure information



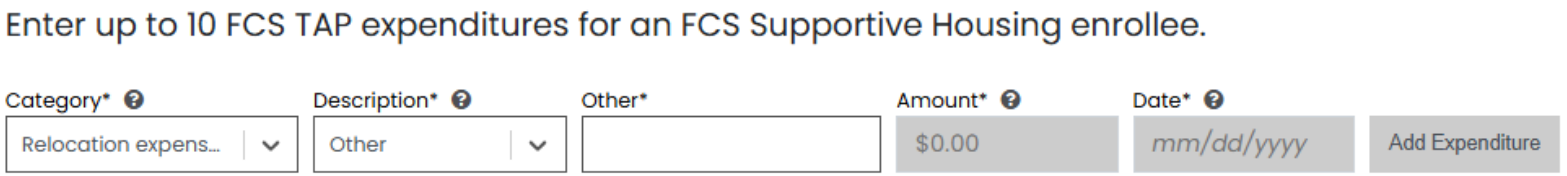
Expenditure information (cont.)

- **Category**: Funding category (reference slide four above).
- **Description**: Description of expense and items covered (reference slide four above).
- **Amount**: Amount being requested.
- **Date**: Current or future date.
- **Exception to policy (ETP) notes**: Describe why this expense is a barrier to the enrollee's housing transition (required for all ETPs).
- **Add expenditure**: Can add up to 10 expenditures per request.
- **Notes**: Can add any additional notes that may be helpful for the enrollee’s request.

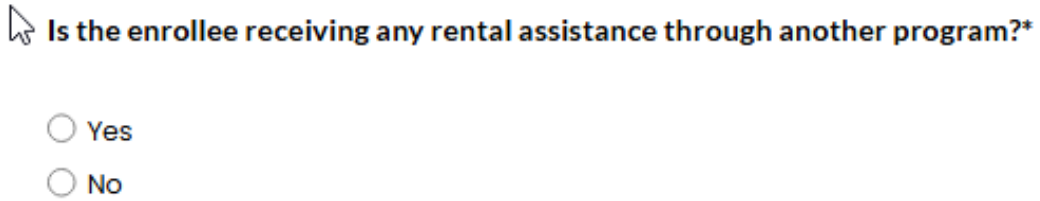
Expenditure information (cont.)

Certain types of requests will require additional information.

- If you select other as the description on a request, an additional field will appear titled other. Please specify the purpose of the request in this field.

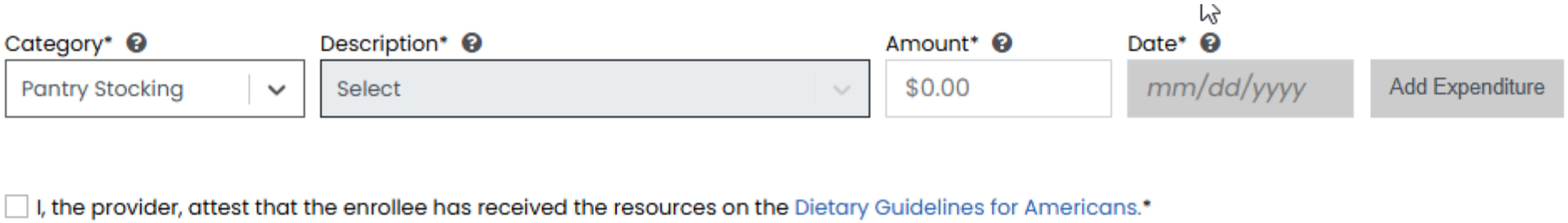


- First month's rent — The system will ask if the enrollee is receiving any rental assistance through another program (for example, AHAH, CBRA). If an enrollee is receiving rental assistance from another source, they are not eligible for TAP rental assistance.
  - When requesting the first month's rent, please specify in the notes what month and year the first month's rent is for.

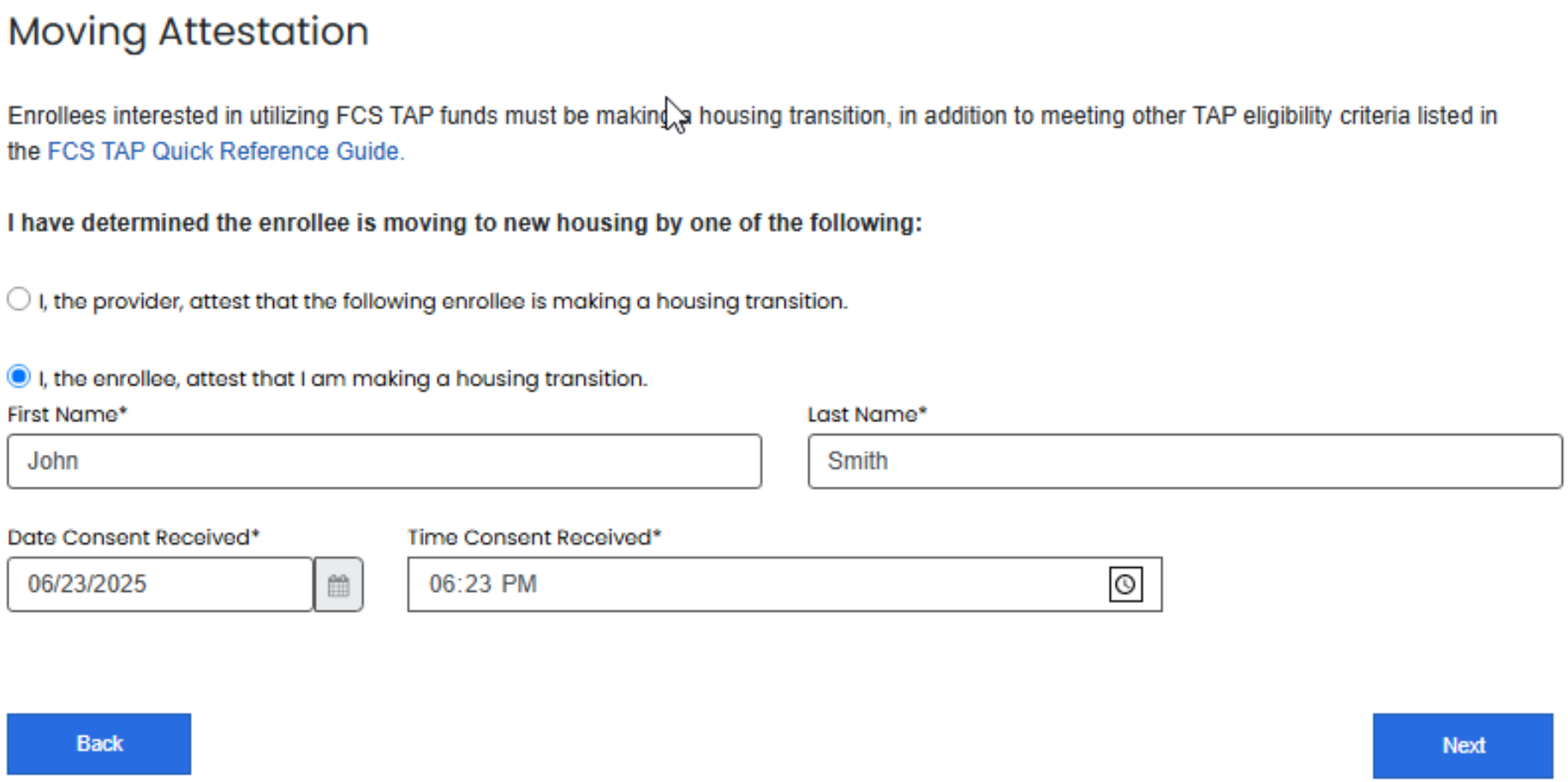


Expenditure information (cont.)

Category: Pantry Stocking — checkbox for Dietary Guidelines for Americans. To receive funds for Pantry Stocking, the enrollee must receive the Dietary Guidelines from the care provider. The guidelines are available at the link above.



Moving attestation



Moving attestation

- Required for all TAP requests. The care provider or the enrollee can attest that the enrollee has made a housing transition.
- Care providers, case managers, or whoever your organization designates will fill in first name, last name, and the date consent was received.
  - The date consent received field may not accept the current date due to a system bug. If this happens, you can put in the date from the day before.
- If the enrollee is with you when filling out the TAP request, they can attest to their transition. Fill in their first name, last name, and the date and time consent was received.

Supporting documentation

Upload Documents

TAP Exception to Policy (ETP) rental arrears requests require supporting documentation. Upload the enrollee's rental ledger or any other official document that verifies the amount owed by the enrollee. Ensure the requested amount matches the amount stated in the submitted rental arrears documentation.

To process UTILITY arrears requests, Wellpoint requires supporting documentation. Upload a copy of the enrollee's utility bill or any other official document that verifies the amount owed by the enrollee. Ensure that the requested amount matches the amount stated in the submitted documentation

Upload Documents

- [x] Rental Arrears

Important: Individual file size cannot exceed 10MB. Supported file types include .Excel, .PDF, .jpg, .jpeg, .tiff.

Add file

- [ ] Utility Arrears
- [ ] Other

Supporting documentation (cont.)

- This is not a required screen; however, supporting documentation is required for all rental arrears (state TAP funds requests only) and utility arrears requests.

- Select the type of documentation being uploaded. File size is limited to 10 MB, and we can only accept the following: Excel, PDFs, .jpg, .jpeg, or .tiff
  - Rental arrears — Copy of rental ledger or other official documentation that shows total amount owed. The amount owed must match the requested amount; otherwise, the request will not be processed.
  - Utility arrears — Copy of billing statement or other official documentation that shows the amount owed. The amount owed must match the requested amount, or the request will not be processed.
  - Other — Any other documentation that you feel is relevant to the request.

- Select **Add File** and follow the instructions to upload the document.

Review and submit

Once you have completed all fields on the request form, you will have the opportunity to print your assessment to paper or a PDF to keep in your enrollee's record. Select the **Review** and **Submit** button and review the request. A copy of the completed request must be kept in the enrollee's record.

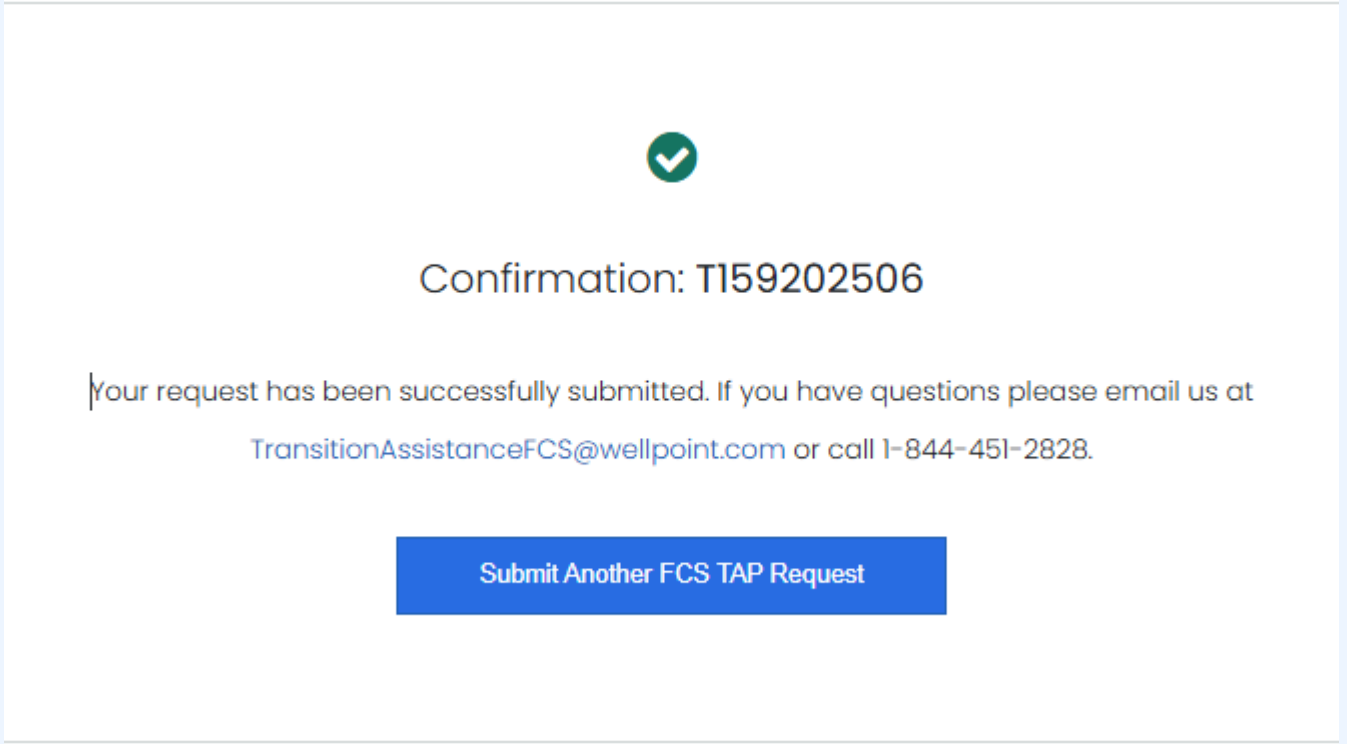
- Before selecting **Submit**, select **Print Report**.

- Once on the **Print Preview** screen, you can print to PDF and save or print out the report.
- Once completed, press **Submit**.

Successful submission

You will receive a confirmation ID number after submitting the reimbursement request.

Keep this confirmation ID number for tracking purposes.



Documentation and treatment records

Wellpoint **only requires** copies of rental ledgers, utility statements, or other official documents showing the amounts owed in rental and utility arrears.

No other documentation, including participant agreements, leases, and W-9s, is required to be submitted to Wellpoint.

Care providers should keep documentation on file, including, but not limited to, the following items:

- Copy of TAP request
- TAP Participant Agreement
- Receipts
- Invoices
- Copies of leases
- Housing Quality Standard (HQS) and Housing Habitability Standard (HHS) inspection results

Participant agreement

All members receiving TAP funds must review and sign the FCS TAP Participant Agreement, and this must be included in their case file once signed. If an enrollee already has an FCS TAP Participant Agreement in their file, a new one is not required.

Habitability and housing inspections

- FCS-SH care providers must establish a method for conducting habitability inspections and documenting results.
- A habitability inspection is required unless an enrollee is transitioning into temporary housing, temporarily staying in a hotel or motel, or moving into a pre-existing space, room, or unit in which the participant previously lived with friends and family.
- Inspections may be performed by another entity so long as the inspection results have been communicated to a provider before subsidy disbursal.
- HQS and HHS inspection results must be documented and retained in the enrollee's file before short-term subsidy funds can be disbursed. Proper documentation must be maintained, including notes regarding denials due to quality issues or significant changes in unit habitability over time.
- For additional information, please reference the Housing Quality and Habitability and Determining Unit Habitability sections in the **FCS TAP Guidelines** for more details.

TAP information

- TAP funds should be spent within 90 days of receipt. If an exception to this rule is needed, please submit a request to the TAP inbox at TransitionAssistanceFCS@wellpoint.com.
- Generally, if an enrollee has transitioned in the last 30 days or will transition in the next 90 days, that is when you should request the funds for the enrollee.
  - Funds are not designed to be requested and held for the possibility of a transition.
- If an enrollee is employed by your agency, the enrollee cannot request funds for themselves. The request must come from their case manager or supervisor.
- If you receive a denial/rejection of a TAP request, you have 60 days to request a review of the denial/rejection to be reprocessed. After 60 days, the request status becomes final.

TAP reminders

- The TAP Program is a transition assistance program. It is not an eviction prevention program. Members must be transitioning to be eligible for TAP funds.
- All ETP requests must include a description of why the expense is a barrier to the enrollee's housing transition. Do not just list out the items being requested. Requests that just list the items being purchased will not be processed.
  - The system will automatically make a request into and ETP request for you if it meets the ETP criteria and will have an ETP note box added on the Expenditure screen.
- Multiple items can be combined into one request instead of multiple requests. If a request includes multiple items, you must list the items being purchased in the notes.

TAP reminders (cont.)

- Please make sure you are selecting the appropriate category and description of expenditure.
  - For example, anything related to furniture (including a furniture bank) should be requested as basic household goods and furniture — furnishings.
- Do not combine items that fall into two different categories.
  - Appliances and utensils should be requested separately from furnishings.
- It is the care provider's responsibility to track when an enrollee's TAP period begins and ends, as well as how much each enrollee has spent.

Enrollment and ProviderOne

- The three-week lag time for initial FCS enrollments also affects TAP. If an enrollee has been enrolled in supportive housing for the first time, their record will not be set up in our system for three weeks. We are unable to pay TAP funds until the record has been set up.

- Enrollee must show enrollment in Wellpoint housing or Wellpoint housing and employment in ProviderOne under the Managed Care Information section (reference the FCS Enrollment Inquiry Guide).

- **Reconnection issues in ProviderOne will impact TAP requests:**
  - If an enrollee is showing as incorrectly disconnected for a period in ProviderOne, any TAP request with a date of expenditure during that period will not be processed.
  - Please submit any reconnections you see to Transitionassistancefcs@wellpoint.com or FCSTPA@wellpoint.com.
  - Once the correction shows in ProviderOne, it takes three days for that correction to show in Wellpoint's system. Please allow for those three days before resubmitting the request.

TAP request notifications

Wellpoint sends emails with reports notifying you if the TAP request was approved, denied, or rejected twice a week on Mondays and Wednesdays.

- Please note, due to HIPAA requirements, the report will not include the enrollee's name but will have their ProviderOne ID for identification.
- If the status of your request is pended on your report, that request is still in process and will show up as approved, denied, or rejected on your next TAP request notification report.
- If your TAP request is not processed due to missing or incorrect information, you must submit a new request through the TAP Online request form to have the request processed.
- Please do not submit updated info or documentation to the TAP inbox only. We are unable to update, reprocess, or change any request once it is approved, denied, or rejected.

Payments

TAP payments are automated (like FCS claims) and are processed once a week starting on Tuesdays:

- For electronic funds transfer (EFT), if you are set up to receive your FCS claims payments through EFT, then you are set up to receive EFT for TAP. This is the same with checks and VCC payments.
  - Checks can take up to three weeks to be received once sent.
  - If you are not set up for EFT for claims and TAP payments, you can sign up at https://enrollsafe.payeehub.org.
  - If you would like Electronic Remittance Advice (ERA), which is an electronic Explanation of Payment (EOP), you can sign up for these through Availity Essentials at https://Availity.com.
- Care providers receive an EOP with their TAP payments. These will be specific to TAP payments with product name WATAP.
  - TAP payments will not be combined with claims payments.

TAP excess funds and overpayments

If you have excess funds from TAP requests, you have two options:

- You may use any excess funds towards other costs that would be covered by TAP for the enrollee.
  - This use must be clearly documented in the enrollee's case notes.
  - TAP funds are not transferable to a different enrollee.
  - HRSN funds cannot be used towards something that is not covered under HRSN funding.
    - For example, if an enrollee received HRSN funds for the first month's rent and received different funding instead for the first month's rent, they could not use these funds to pay for last month's rent, storage arrears, or home modifications, for example. Please refer to slide 10 for what cannot be covered by HRSN funds.

TAP excess funds and overpayments (cont.)

- You can return any excess funds to Wellpoint by filling out the **FCS TAP Overpayment Notification** form. Please complete the form and send it, along with the payment, to the address listed on the overpayment form at:

  Wellpoint Transition Assistance Program Overpayment

  705 5th Avenue S, Suite 300

  Seattle, WA 98104-4446

- Payments should be made out to Wellpoint Washington.

TAP excess funds and overpayments (cont.)

- When you send the funds back, please submit a copy of the overpayment form to the TAP inbox for tracking purposes.
- Please do not use the FCS Claims Overpayment form to send back TAP funds; these will get sent to the wrong location.
- If an enrollee wishes to use their funds for something other than what was requested, the funds can be used towards something else if it is something TAP would cover. Any change of use needs to be documented in the enrollee's case notes. The HRSN funds rule from the previous slide applies to this as well.

Email contacts

The TAP system now allows us to add more than two email contacts per provider who will receive all TAP notification approval reports.

If you would like to add more then two email addresses or would like to change the email contacts for TAP then what is set up for your agency now, please send an email to the TAP inbox to add or change.

Questions?

TAP contacts

Email: TransitionassistanceFCS@Wellpoint.com

Phone: **844-451-2828**

Fax: **844-470-8859**

FCS provider site:
provider.wellpoint.com/washington-provider/patient-care/foundational-community-supports

Joe Elder-Matson
TAP Manager
Joseph.Elder-Matson@wellpoint.com
Phone: **206-247-9230**

Peter Da
TAP Coordinator
Peter.Da@wellpoint.com
Phone: **253-424-1217**

Jenny Nguyen
TAP Coordinator
Jenny.Nguyen@wellpoint.com
Phone: **425-571-0292**

TAP resources

Resources available on the provider website:

1. Online FCS TAP Request Form
2. FCS TAP Quick Reference Guide
3. FCS TAP Frequently Asked Questions
4. FCS TAP Participant Agreement
5. FCS TAP Subsidy Guidelines
6. FCS TAP Overpayment Notification Form

TAP resources (cont.)

Other TAP resources:

- FCS Medicaid Eligibility Check
- FCS Inquiry Process Guide
- Department of Housing and Urban Development (HUD) Fair Market Rents (FMR)
- Seattle Housing Authority Utility Estimates (for utility arrears requests)
- Dietary Guidelines for Americans

Coverage provided by Wellpoint Washington, Inc. Wellpoint Washington, Inc. profoundly acknowledges and respects the inherent sovereignty of the federally recognized Tribes in Washington state. In our efforts to promote high-quality healthcare, we honor the Tribal right of self-governance, holding in deep esteem the government-to-government relationship existing between the state and the Tribes, a bond reiterated by the Centennial Accord and established by RCW 43.376. We heartily commit to enhancing our coordination, collaboration, and recognition of the deeply rooted traditions and values of the Tribal communities.

WA-WP-CD-017690-26-S4705 | August 2026